

Tuition Refunds

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Responsible Executive:	Chief Financial Officer
Approval Authority:	Senior Leadership Team
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PURPOSE

The purpose of this policy is to outline the conditions and procedures for tuition refunds at Coquitlam College (the College). This policy ensures that refund processes are administered fairly and consistently.

SCOPE

This policy applies to all full-time and part-time domestic and international students and to all employees administering tuition refunds.

POLICY STATEMENTS

1. Tuition refunds are assessed and approved in a reasonable and fair manner.
2. Information regarding tuition refunds is kept current and is available on the College website or upon request from the Office of the Registrar.
3. As an accredited Independent School and a private post-secondary institution, the College maintains financial security by providing a Letter of Credit, as required by the Ministry of Education and Child Care and the Ministry of Advanced Education and Future Skills of British Columbia.
4. The College adheres to Canadian government sanctions regarding financial transactions from international countries and regions. A list of impacted countries is maintained on the College website.

PROCEDURES

General

5. Refunds will be issued in the name of the student unless the student completes the College's Refund Authorization Form approving redirection of the funds. The Refund Authorization form is available in the Office of the Registrar.
6. Failure to meet the agreed upon terms of a payment plan or fee deferral plan by the approved due date may result in withdrawal from the program and/or course. Students will receive a refund for any course tuition already paid less the \$175 per course registration deposit.

Course Drop/Withdrawal

7. Courses dropped on or before the last day of registration:
 - a. course tuition less the \$175 course registration deposit will be refunded
 - b. laboratory fees for lab science course(s) will be refunded
8. There will be no refund for a course withdrawal made after the last day of registration.

9. Students who are suspended, expelled, or required to withdraw due to a serious violation of College policy are not eligible for a refund.

International Students

10. Students who are issued any of the following official letters from the College are not eligible for any refund of paid tuition fees (including tuition deposit) regardless of whether the letter is returned to the College:
 - a. Letter of Acceptance
 - b. Temporary Resident Visa (Passport Visa)
 - c. Letter for Tuition Fee Refund from Another Institution
11. Students who have received a Letter of Acceptance from the College and are accepted to a research university in British Columbia will be refunded their tuition deposit less a \$400 Administration Fee if the semester intake date on the Letter of Acceptance from the research university is the same as the date on the College's Letter of Acceptance.
 - a. If the student has registered in courses refunds will be applied as outlined in the *Course Drop/Withdrawal* section, above.
12. Students who have not changed their Designated Learning Institution (DLI) and who choose to register for courses for the upcoming semester will not receive a refund for any courses.

Study Permit

13. Students who are denied a study permit by Immigration, Refugee and Citizenship Canada (IRCC) will receive a refund of their tuition deposit as outlined below:
 - a. Full Refund**
Students not registered in any courses will receive a full refund, if:
 - i. the study permit application was submitted to IRCC within thirty (30) days of the date on the College's official Letter of Acceptance; and
 - ii. the refund is requested with one (1) year of the date that the College's official Letter of Acceptance was issued.
 - b. Partial Refund**
Students who have registered in courses and provide the College with the denial letter *before* the last day of registration will receive a refund less the \$175.00 course registration deposit for each course they have registered in.
 - c. No Refund**
Students who have registered in courses and provide the College with the denial letter *after* the last day of registration, will not receive a refund.
14. Students who have not requested a Letter of Acceptance and not renewed their study permit and register for a course(s) will not receive a refund after the last day of registration. On or before the last day of registration, refunds will be issued as outlined in the *Course Drop/Withdrawal* section above.

Tuition Refund Requests

15. Students requesting a refund must submit a Refund Request Form to the Office of Registrar. Additional documentation, such as a Refusal of Study Permit letter from IRCC, a Refund Authorization Form, or others may be required to assess the refund. The Office of the Registrar will assist with identifying all required documentation.
16. Refunds are returned to the original source of payment, such as credit card or wire transfer. Where a student has paid using an Online Bill Payment method, a refund will be returned by cheque addressed to the student.
17. Refunds are not guaranteed. All denied requests will include a written rationale.

Refund Request Due to Exceptional Circumstances

18. Students who are unable to commence or continue studies due to exceptional circumstances may submit an appeal for a partial or full refund to the Office of the Registrar. The College reserves the right to determine what an exceptional circumstance is and what supporting evidence must be submitted.
19. Students who are deported are not eligible for a refund.

Fee Transfers

20. Funds transferred to the College from another educational institution are added directly to a student's account to be applied to tuition and other fees. Upon request by the student, these funds may be subsequently transferred to a different institution. The College will deduct a 5% administration fee from the total amount being transferred. Funds transferred from other institutions will not be refunded directly to students.

Tuition Appeal Procedure

21. Students who wish to appeal the amount of a refund or a decision to deny a refund must submit their request to the Office of the Registrar within 15 days of the original refund decision. Appeals submitted after this deadline will not be accepted. The appeal must include documentation demonstrating exceptional circumstances, as specified by the Office of the Registrar.
22. Appeal requests are reviewed by the President. The President's decision is final and not subject to further review.
23. The Office of the Registrar will notify the student of the final decision in writing.

DEFINITIONS

Domestic Student: A student who is a Canadian citizen, permanent resident, or refugee.

Drop: When a student requests or is required to leave a program or course on or before the last day of registration.

Full-Time Student: For post-secondary, this means a student who is registered in a minimum of three courses in a semester. For High School and English Studies, this means a student who is registered in a minimum of four courses in a semester.

International Student: A student who registered in a program/course on a valid study permit, who is not a Canadian citizen, permanent resident, or refugee.

Part-Time Student: For post-secondary, this means a student who is registered in less than three courses in a semester. For High School and English Studies, this means a student who is registered in less than four courses in a semester.

Pro-rated: The total fee amount divided by the number of weeks in a program.

Tuition Deposit: A non-refundable fee paid at the time of acceptance of admission to the College. This fee is applied to the cost of tuition.

Tuition Fee: The amount charged to students for instruction and teaching for courses offered at the College.

Withdrawal: When a student requests or is required to leave a program or course after the last day of registration.

Related Documents

- [Tuition and Other Fees 2.1.1](#)
- [Refund Request Form](#)
- Refund Authorization Form (available in the Registrar's Office)
- [BC Ministry of Education Independent School Act](#)
- [Immigration, Refugees and Citizenship Canada \(IRCC\)](#)
- [FISABC](#)
- [Languages Canada](#)
- [Student Aid BC](#)